

**Annual 47 C.F.R. § 64.2009(e) CPNI Certification**  
**EB Docket 06-36**

Annual 64.2010(e) CPNI Certification for 2011

Date filed: 3/1/2012

Name of company covered by this certification: TerraNova Telecom, Inc.

FCC FRN: 0021193057

Name of signatory: William Mikalson

Title of signatory: COO

I, William Mikalson, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See* 47 C.F.R. § 64.2001 *et seq.*

The company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules. Specifically, the company does not release or disclose CPNI data to any outside party, and only employees with need-to-know have access to such data and records internally. The company has a strict policy requiring the customer to provide an account password when calling the company to discuss any matter on the customer's account prior to any disclosure of billing, contract or CPNI information.

The company **has not** taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI.

The company **has not** received any customer complaints in the past year concerning the unauthorized release of CPNI (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, *e.g.*, instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information).

Signed: William Mikalson